

Driver Training Schools

Program Policies & Procedures



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Background

The Department regulates the licensing and practices of driver training school owners and instructors. To carry out this responsibility the following information and materials are provided to owners and instructors for their awareness and use.

- Specific policy and practice standards for school owners and instructors.
- Owner and instructor performance, education and experience, and instructional practices and delivery requirements.
- Required driver training course duration and curriculum elements and content.
- Forms such as student enrollment – course completion rosters, instructor application packets, instruction permit applications and course completion certificates.

Owners and instructors are responsible for obtaining all other material, information and Department rules and policies.

DRIVER TRAINING SCHOOLS ADVISORY COMMITTEE RCW 46.82.300

The Director shall be assisted in the duties and responsibilities of this chapter by the driver instructors' advisory committee, which consists of five members. Members of the advisory committee shall be appointed by the Director for two-year terms and shall consist of a representative of the driver training schools, a representative of the driving instructors (who shall not be from the same school as the school member), a representative of the Superintendent of Public Instruction, a representative of the Department of Licensing, and a representative from the Washington State Traffic Safety Commission. Members shall be reimbursed for travel expenses in accordance with RCW 43.03.050 and 43.03.060. A member who is receiving a salary from the state shall not receive compensation other than travel expenses incurred in such service.

The advisory committee shall meet at least semiannually and shall have additional meetings as may be called by the Director. The Director or the Director's representative shall attend all meetings of the advisory committee and shall serve as chairman.

Duties of the advisory committee shall be to:

- Advise and confer with the Director or the Director's representative on matters pertaining to the establishment of rules necessary to carry out this chapter;
- Review violations of this chapter and to recommend to the Director appropriate enforcement or disciplinary action as provided in this chapter;
- Review and update when necessary a curriculum consisting of a list of items of knowledge and the processes of driving a motor vehicle specifying the minimum requirements adjudged necessary in teaching a proper and adequate course of driver education;
- Review and update instructor certification standards to be consistent with RCW 46.82.330 and take into consideration those standards required to be met by traffic safety education teachers under RCW 28A.220.020(3); and
- Prepare the examination for a driver instructor's certificate and review examination results at least once each calendar year for the purpose of updating and revising examination standards.

School Requirements

INITIAL CERTIFICATION FOR A DRIVER TRAINING SCHOOL LICENSE RCW 46.82.310; 46.82.360; WAC 308.108

Applicants for a driver training school license must satisfy business ownership, facility and vehicle requirements of state law and the Department's program criteria including verification of the school applicant's certification of fitness and suitability of all parties having a direct or indirect interest in the school.

A school license application including:

- \$500 licensing fee consisting of a \$300 non-refundable application fee and, upon approval, a \$200 license fee.
- A copy of the lease and or rental agreement or proof of ownership for the school;
- A copy of vehicle insurance policy;
- A copy of vehicle registration;
- A policy agreement with parent and student signature that contains a refund policy;
- A copy of local school curriculum;
- A copy of student record forms, classroom (DOL form) and behind the wheel form;
- Flow chart which show the augmentation of classroom and behind the wheel instruction
- Uniform Business Identifier Number (UBI);
- Federal Employer Identification Number (EIN);
- A list of all banks and addresses;
- Completed and signed bank authorization forms;
- Signed legal confirmations if applicable (waiver for attorney client privilege);
- List of all agreements and contracts, franchise agreements, royalty contracts, business, sales, venture, licensing and/or exclusive agreements, and details of any pending agreements including option clauses;
- A list of committee and/or board members and stockholders, if corporation and;
- General ledger.

The school location – which must meet the requirements in RCW 46.82.360 and WAC 308.108.100 and is:

- Used exclusively for driver instruction.
- More than 1000 feet from an office or building owned or leased by the Department of Licensing in which examinations for drivers' licenses are conducted. This distance shall be measured along the public streets
- Shall be regularly occupied and used exclusively for the business of giving driver instruction;

A driver training school classroom space shall;

- Provide sufficient seating and table or desk space
- Be properly equipped for student training and instruction purposes;
- Use walls, partitions, or separate scheduling of classroom and office activities

Traffic Safety Education Vehicles shall be equipped with: (Reference RCW 46.82.360 and WAC 308.108)

- Dual controls for foot brake and clutch, or foot brake only in a vehicle with automatic transmission
- An instructor's rear view mirror

- A sign displayed on the back or top or both of the vehicle meeting size and lettering requirements of RCW 46.82.360
- A 20 piece OSHA approved first aid kit
- Fire extinguisher appropriate for vehicle size
- Emergency strobe light or reflective triangles;
- Pass an annual inspection meeting equipment and safety criteria established by the Department
- Be exclusively used for driver training purposes at all times when student instruction is being given

Records of all traffic safety education vehicles used by a Driver Training School shall:

- Be maintained at the school's primary place of business and;
- Include the original insurance policy or policies covering the vehicles and;
- Copies of the current vehicle registrations and Vin Number.

Upon receipt of a complete and acceptable application and license fee the Department will:

- Schedule a school and vehicle inspection.
- Once inspected and fully qualified issue the school a one-year license.
- Conduct a follow up review within the following 90 days.

CHANGES IN SCHOOL LOCATION

The Department must be notified within 30 days of a change in school or classroom location. This will require an inspection before classes may be offered at the new location. Owners should submit an application to initiate an inspection and approval of the new school location.

RENEWAL CERTIFICATION FOR A DRIVER TRAINING SCHOOL LICENSE RCW 46.82.310; 46.82.360

The DOL mails a renewal application to the school owner/operator sixty days prior to the expiration of the school's license.

Within sixty days of mailing date, the owner/operator:

- Should return the renewal application and the \$250 license renewal fee.
- The Department will contact the owner/operator and schedule a compliance inspection to include:
 - Inspection of school site for compliance with RCW 46.82 and WAC 308.108
 - Review of the school's records of classes and student instruction for compliance with RCW 46.82 and WAC 308.108 In addition records for past students shall be maintained for five years following the completion of the instruction and must include:
 - Classroom and behind the wheel records must contain signatures of instructors and students;
 - Student classroom and behind the wheel records must meet all standards in RCW 46.82.360(8) and WAC308.108
 - The school is required to use the DOL student record and behind the wheel form unless another form has been approved by the program. If so the school must produce the letter of "Form Approval" at the time of inspection.

- Inspection of all vehicles and all vehicle records used for driving instruction.
- Verification of liability insurance coverage, business practices, and;
- Display and review of course curriculum;
- Display of the school's license and all instructors' licenses;
- Verification of ownership and substantial interest holders;
- Bank statements and general ledger
- Identify any unreported changes in ownership, business structure, and scope of operations
- Identify any changes in lease holders for the driving school
- Review school advertising
- Review Student Course Completion Reports against DOL records and unused Traffic Safety Certificates for accuracy
- Review of vehicle records and equipment for compliance with RCW 46.82 and WAC 308.108

Upon timely receipt of the renewal application and fee, and a satisfactory compliance inspection report, the Department will issue the school a one-year license renewal.

CHANGES IN SCHOOL OWNERSHIP, OFFICERS, AND/OR DIRECTORS

A new application, including appropriate fees, must be submitted within thirty days following any transfer of ownership, or change in the officers or directors of a driving school. Adding or deleting partners is considered a transfer of ownership and will require the initial licensing fee.

A transfer of ownership will require an inspection. Operation of the school under the previous license is allowed for a maximum of sixty (60) days from the date of transfer pending inspection and final approval of the new application.

No transfer of ownership will be granted if there is pending administrative action being taken against the current school owner (WAC 308.108.)

BRANCH CLASSROOM REQUIREMENTS

After establishing its primary place of business, a Driving Training School may make application to establish branch classrooms. To qualify as a branch classroom the facility:

- Must be within 35 miles of the place of business;
- Cannot be a residence, domicile, rooming or apartment house, or other facility prohibited by RCW 46.82.360(6);
- Must be subject to certification and inspection by the Department.

A branch classroom may be located in an appropriate space within a publicly or privately owned facility. This may include the use of rooms located in a school, meeting hall, community center, etc. Owners and instructors must obtain a use agreement before applying for a license for the branch classroom at one of these facilities.

CONTRACTING FOR DRIVING INSTRUCTION IN PUBLIC OR PRIVATE SCHOOLS

Driver Training School owners and instructors may contract their services as follows:

- Driver Training Schools may contract with public or private schools to provide behind the wheel instruction.
- Instructors may enter into a personal service contract to provide classroom and behind the wheel instruction as an employee of a public or private school.
 - Under these circumstances the public or private school will issue a certificate of traffic safety education course completion that has been obtained from the Office of the Superintendent of Public Instruction.
 - Entry into such a contract may require the owner and or instructor to meet requirements that are in addition to or that exceed those in RCW 46.82.

SCHOOL DISQUALIFICATIONS

RCW 46.82.350, 46.82.300(3)(d), 9.96A.020 WAC 308-108-180

Criminal Convictions—Felony Convictions - Statement of Policy

As provided in RCW 46.82.350, and WAC 308-108-180 a driver training school and persons who are directly and indirectly interested in the school license may be suspended, revoked, denied, or refused renewal upon determination that the applicant or license holder has been convicted of a felony, or any crime involving violence, dishonesty, deceit, indecency, degeneracy, or moral turpitude.

In the event that an applicant or license holder has been convicted of a felony that directly relates to the duties performed by a driver training school, the person will be denied an school license, or denied re-issuance of any previously issued school license, until ten years have elapsed since the date of conviction.

In the event that an applicant or license holder has been convicted of a felony under Chapter 9.68A RCW, sexual offenses under Chapter 9A.44 RCW where a minor is the victim, promoting prostitution of a minor under Chapter 9A.88 RCW, or a violation of similar laws of another jurisdiction, the person will be permanently denied an instructor's license or denied re-issuance of any previously issued instructor's license.

The license of any driver training school or instructor may be suspended, revoked, denied, or refused renewal upon determination that the applicant or licensee fails to comply with the business practices in RCW 46.82 and WAC 308.108.

School Curriculum

DRIVER TRAINING COURSE CURRICULUM RCW 46.82.360

Shall be displayed for public view in a conspicuous place

The Driving Instructor's Advisory Committee has approved the Instructor's Curriculum Requirements for Driving Training Schools. State law requires that a copy of this curriculum be on display at each school and branch classroom for viewing by school clients. DOL provides a copy of the curriculum requirements to all schools and instructors, which should be on display in a conspicuous place at the driver training school.

The Instructor's Curriculum Requirements contains a detailed overview of each classroom and laboratory session. It lists the learning and practical performances that are required for issuance of a traffic safety education course completion certificate.

At a minimum, schools and instructors are required to teach to the scope and content of the curriculum requirements. Classroom and behind the wheel instruction must be complementary. This means that classroom instruction is augmented in a timely manner by behind the wheel instruction.

Each driver training school must have a written curriculum guide available to each instructor, which shall be used for student instruction. Instructors are required to show their compliance with the curriculum requirements on each student's learning record. RCW 46.82 and WAC 308.

In order to satisfactorily complete a school's driver training course, all students under the age of eighteen must pass a comprehensive driving knowledge and skills test or tests meeting the standards established by the Department.

- Compliance with this standard is evaluated during the DOL's periodic review of the driving school's records.

DEPARTMENT OF LICENSING CURRICULUM SUMMARY

As an aid to students and parents, the Department is having its staff give each applicant for an instruction permit a Curriculum Summary flyer.

The Curriculum Summary is an outline of the elements of the classroom and behind-the-wheel driving instruction that is fully documented in the Driver Training School program's Instructor's Curriculum Requirements.

Students enrolling in a driver-training program at a public or private school, and their parents, are encouraged to use the summary flyer as an aid in following the growth of a student's learning and driving experience.

CLASS DURATION AND STRUCTURE

The DOL policy requires that driver training courses and daily classes satisfy the following standards for their duration, structure and student learning.

- Classroom and behind the wheel instruction must be provided in a course that is scheduled for not less than thirty days. The maximum time to complete the course is twenty-six contiguous weeks in length. It is the intent that the driver training course of instruction be structured around a thirty day course and that any time beyond the thirty days would be for extreme situations that may arise;
- Student enrollment in a class may be open for no later than the third class session after the start date of a traffic safety education course;
- No more than 3 make-up classes may occur during the 30 day course by a student;
- Students under age eighteen shall complete no more than two hours of classroom instruction in any single day (minimum 110 minutes of class time, maximum ten (10) minute break time) and;
 - No more than one hour of behind the wheel instruction during a single day;
- Must include not less than thirty hours of classroom instruction by a licensed instructor;
 - Classroom instruction must be teacher led instruction one hour of each two hour session;
- Must include not less than four hours of on-street behind the wheel vehicle operation under the direct supervision and direction of a licensed instructor or;
 - Three or more hours of on-street behind the wheel vehicle operation and four or more hours of driving simulation instruction under the direct supervision and direction of a licensed instructor and;
- Must include not less than one hour of in-vehicle observation under the direct supervision of a licensed instructor;
- Minimum two (2) hours of instruction per week (exceptions made for weeks that include a holiday);
- Student must possess an Instruction Permit before any behind-the-wheel instruction (not required for driver observation).

Exceptions: document holidays, any class or vehicle sessions a student misses, the date of the make-up session, and/or any transfer to a different class.

Instructor Requirements

INITIAL APPLICATION FOR INSTRUCTOR LICENSE RCW 46.82.320; 46.82.330; WAC 308.108

Instructor candidates must meet all state laws and program requirements including the following:

- Complete an Instructor Application that documents the instructor's fitness, character, and training.
- Pass a knowledge and driving test conducted in a vehicle provided by the applicant. Source for testing is RCW 46.82; WAC 308.108; Drive Rite text 10th edition; OSPI Behind the Wheel Guide; and the Washington State Drivers Guide.
 - The knowledge test shall determine the applicant's knowledge of driving laws, rules, and regulations;
 - The applicant's ability to safely operate a motor vehicle and;
 - The applicant's ability to impart this knowledge to others.
- Possess a current and valid Washington driver license
- Provide proof of high school graduation or the equivalent and be at least 21 years of age.
- Proof of completion of sixty (60) clock-hours of instructor training, which includes twelve (12) hours of behind the wheel and six (6) hours of supervised practice instruction.
- A five-year complete Abstract of Driving Record, issued in the past 30-days having:
 - not more than 3 moving violations in the past 12 months or;
 - not more than 4 in the past 24 months;
 - no alcohol-related traffic violations and;
 - no license denial, suspension, revocation or cancellation, in the past three years.
- Qualification on the DOL driver knowledge and driving skills exams.
- Payment of a \$75 application fee. *
- Completion of a Washington State Patrol criminal background and fingerprint check. (The license applicant pays for the background check.)

Upon receipt of a complete and acceptable application and criminal background check, the Department will:

- Send the applicant a Driver Training School Instructor's License that is valid for one year.
- Issue a wallet-sized identification card by the Director at the time the license is issued which shall be carried on the instructor's person at all times while engaged in instructing.

Note: The \$75 application fee is valid for three tests.

- The fee is forfeited following three failed tests. (Three knowledge tests or any combination of three failed knowledge and driving tests.)
- A qualifying knowledge test result is honored for ninety days.

RENEWAL CERTIFICATION FOR INSTRUCTOR LICENSE RCW 46.82.320; WAC 308.108

The Department must receive a completed renewal application and \$25 renewal fee before the license is expired. The Department may send a courtesy notice of expiration sixty days prior to the expiration of an instructor's license.

Within sixty days of the expiration date of the license the instructor should:

- Return the renewal application with a \$25 license renewal fee.
- Provide written permission for the Department to review the complete driving record. (on the application)
- Once every five years take and pass the DOL knowledge and driving skills exam.

Upon receipt of the renewal fee and, when required, the criminal background check and the exam results are received by the Department, DOL will mail a new instructor's license that is valid for one-year.

- The license is to be conspicuously displayed in the place of business of the employing Driver Training School

If a renewal application has not been received by the Department/Director on or prior to the expiration date of the license, the license will be voided requiring the following:

- New application as provided for in RCW 46.82.320
- Re-examination of knowledge and skill test
- All applicable fees for new license

Each licensee shall be provided with a wallet-size identification card by the director at the time the license is issued which shall be carried on the instructor's person at all times while engaged in instructing.

Note: Instructors are required by law to notify the Department in writing within 30 days of any change in employment or termination of employment. The name and address of the new driving school(s) is required.

BACKGROUND/FINGERPRINT CHECKS RCW 46.82.325; WAC 308.108.080

Washington State law, RCW 46.82, requires applicants for a Driver Training School Instructor License to be fingerprinted for state and national background checks. A \$54 fee is charged for the background check. This fee is in addition to any fees paid for fingerprinting. The background check takes four to six weeks, so applicants are encouraged to start this process as soon as possible.

The Washington State Patrol (WSP) conducts background checks using the Federal Bureau of Investigation's Integrated Automated Fingerprint Identification System. The WSP cannot respond to questions regarding the status of background checks. Applicants with questions are asked to call the Department of Licensing, Driver Training Schools Program at: (360) 902-0110.

The Department may waive the fingerprint and background check for any applicant who has had a background check within two years before applying to become an instructor. The background check must be completed in the state of Washington.

Applicants should follow steps 1 and 2 below to meet the fingerprint and background check requirements.

Step 1.

The following information must be entered in the spaces provided on the card.

- Your name, any aliases, date of birth, citizenship, residence address and other identifying information.
- The name and address of the driving school you will work at in the EMPLOYER AND ADDRESS space.
- The exact words “Driver Training School Instructor / RCW 46.82.325” in the REASON FINGERPRINTED space.

Note: Cards with missing or incomplete information, or incorrect wording will be rejected, which will add additional time to application processing.

The following information is voluntary:

- Your Social Security number. For purposes of conducting a background check under RCW 46.82.325, entering your social security number is voluntary. However, it helps to verify that the correct individual’s file is obtained when requesting clearance information.

Step 2.

Take the fingerprint card to a police department or other person authorized to take fingerprints. **Cards that have been bent or folded cannot be used.**

- Present your driver license or at least one other form of picture identification.
- Pay that department’s or person’s fingerprinting fee.
- Provide an 8 1/2” x 10 1/2” (or larger) envelope with postage, addressed to:
Washington State Patrol
Identification and Criminal History Section
PO Box 42633
Olympia, WA 98504-2633

Give the person taking the fingerprints a cashier’s check, a money order or a check drawn on a commercial business account for \$54, made payable to the Washington State Patrol, and ask that it be mailed in the envelope with the fingerprint card.

Fingerprint and background check waiver requirements:

- If the driver instructor is requesting waiver of fingerprint requirement because a fingerprint record has been completed within the last 2 years, the instructor will:
 - Contact the previous source for written verification of complete fingerprint and background check;
 - Send the completed application with verification to the DOL;
 - If fingerprint record is acceptable to the Department, and all other requirements of instructor licensing have been met, the Department will issue the instructor license.
- If the driver instructor application is received indicating fingerprints are available but are more than two years old, the Department will:
 - Mail applicant a letter and appropriate documents to obtain more recent fingerprints

- Process application and authorize testing, while waiting for fingerprint record to be returned.
- Once fingerprints are received and applicant has successfully completed all DOL requirements for application, DOL will issue a one year certificate

INSTRUCTOR DISQUALIFICATIONS

RCW 46.82.350, 46.82.300(3)(d), 9.96A.020, WAC 308-108-180

Criminal Convictions - Felony Convictions - Statement of Policy

As provided in RCW 46.82.350, and WAC 308-108-180 a driver training school instructor's license may be suspended, revoked, denied, or refused renewal upon determination that the applicant or license holder has been convicted of a felony, or any crime involving violence, dishonesty, deceit, indecency, degeneracy, or moral turpitude.

In the event that an applicant or license holder has been convicted of a felony that directly relates to the duties performed by a driver training school instructor, the person will be denied an instructor's license, or denied re-issuance of any previously issued instructor's license, until ten years have elapsed since the date of conviction.

In the event that an applicant or license holder has been convicted of a felony under Chapter 9.68A RCW, sexual offenses under Chapter 9A.44 RCW where a minor is the victim, promoting prostitution of a minor under Chapter 9A.88 RCW, or a violation of similar laws of another jurisdiction, the person will be permanently denied an instructor's license or denied re-issuance of any previously issued instructor's license.

The license of any driver training school or instructor may be suspended, revoked, denied, or refused renewal upon determination that the applicant or licensee fails to comply with the business practices in RCW 46.82 and WAC 308.108.

Administrative Requirements

GENERAL REQUIREMENTS

The school license must be posted before:

- Enrolling any students in a course of instruction;
- Issuing a verification of enrollment to any students and;
- Any classroom or behind the wheel instruction occurs.

Each driver training school shall adopt a written policy that includes, but is not limited to:

- Enrollment criteria
- Student fees and student fee refunds;
- Course failures and course repeats and;
- The minimum and maximum course duration.

Driver training school owners and instructors shall maintain individual student records on forms provided by the Department or on substantially similar forms that have been approved by the Department. Student records shall document for each student:

- Course attendance;
- Instruction starting and ending dates and times
- Classroom and behind the wheel progress and time involvement or flowchart
- Performance evaluation results; and
- The name and signature of the instructor who provided each classroom and behind the wheel training session in which the student participated.

Student records must be maintained by the driver training school for the past five years. Department access to these records must be made available upon request regardless if the school has closed.

Driver training school records, including but not limited to the school's written curriculum guide, insurance policies, collision or injury reports, traffic safety education, vehicle registration records, and records of any traffic violations committed by an instructor employed by the school, must be maintained by a driver training school for the past three years.

Upon the sale or transfer of a school by its owner, the school and student records shall be transferred to the new owner and become the property and responsibility of the new owner.

REPORTING REQUIREMENTS

All driver training school owners shall:

- Report to the Department within thirty days any driving or traffic-related incidents involving an instructor employed by the school, including but not limited to:
 - Conviction for a traffic violation;
 - Finding that a traffic infraction has been committed;
 - Entry into a deferred prosecution agreement; or
 - Suspension, revocation, cancellation, or denial of driving privileges.
- Report to the Department within twenty-four hours following any traffic safety education vehicle involved in a traffic collision for which an accident report must be or has been made under the provision of RCW 46.52.030.

- Forward to the Department a monthly report, Student Course Completion Report (SCCR) of student enrollment in traffic safety education courses provided by the school including but not limited to:
 - Start date and end date of any courses provided by the school that are initiated during the reporting period, including the total number of students enrolled in each course;
 - The names and certificate numbers of all instructors providing classroom and/or behind the wheel instruction for each course.
 - The full legal names and instruction permit or driver's license numbers or dates of birth for all students enrolled in each course, along with the identifying number of Traffic Safety Education Certificate (TSEC) assigned to each student enrollee for issuance upon completion of the course.
 - The Driver Training School must maintain a copy of the TSEC for their records

TRAFFIC SAFETY EDUCATION CERTIFICATES AND STUDENT COURSE COMPLETION FORMS

A four-month supply of Traffic Safety Education (TSE) Completion Certificates will be distributed to every driver training school according to the school's needs.

- The four-month supply of certificates will be allocated for the following periods: July-October, November-February, and, March-June.

In the month prior to each allocation, driver training schools should estimate and request the number of certificates to be issued for the coming four-month period.

DOL will monitor the number of certificates requested and may adjust the total distributed to the school based on the school's actual issuance of certificates.

A Student Course Completion Report (SCCR) form is also provided for use with the TSE completion certificates. This form is a record of issuance of TSE certificates by course date, student name, address, license number, instructors, and school location.

Upon initial enrollment in each class the school will assign a TSEC in sequential order to each student enrolled and record it on the SCCR. This initial enrollment SCCR will be submitted to DOL within three (3) days of class starting. As each class is completed the Student Course Completion form should be resubmitted to DOL showing the completion date for each student and the date the TSEC was issued. This is required within 30 days of class completion. Students who did not complete the class should be listed after those students who have completed the course. These students should be listed as "Non-Complete" or N/C with explanation of why (detailed directions are mailed with these forms).

An initial quantity of approximately 400 validation stickers will be issued to each school location. Each school location is assigned a sticker with a unique number to identify the training location on each driver's DOL record.

Upon issuance of a TSE completion certificate to a student, a validation sticker bearing the number of the school classroom location where the course was completed will be affixed in the space provided on the face of the certificate. Void certificates should be listed in sequential order and should be attached to the Student Course Completion Form.

Once a course is completed, mail the Student Course Completion Reports to:

Department of Licensing
Driver Training School Program
PO Box 9030
Olympia, Washington 98507-9030

Drivers that apply with a TSE completion certificate that does not have the required validation sticker will be denied and referred back to the training school.

School owners are responsible for the safekeeping and proper storage of all certificates, and for properly documenting the issuance of each certificate.

The school should maintain a copy of the Student Course Completion Report for its records. These will be reviewed at the time of the school's annual inspection.

FORMS AND RECORDS

The following are forms used by driver training schools and by auditors completing inspections of driving schools:

School Application:

Instructor Application:

Student Record Form:

Student Course Completion Report:

Inspection Review Form:

PUBLIC DISCLOSURE

Oftentimes, the Department receives requests for information about driver training schools, owners, or instructor's. The following is provided as information surrounding such requests.

Applications: Any application form that is completed by a prospective school owner or instructor is public information

Investigative Files: The Department will not release the file of an open, ongoing or pending investigation until either (1) the case has been closed without action or (2) an administrative or judicial proceeding is commenced.

However, the DOL must review the file to ensure that "nondisclosure is essential to effective law enforcement" or is necessary to protect a person's right to Privacy. RCW 42.17.310(1)(d).

A person's right to privacy "is invaded or violated only if disclosure of information about the person: (1) Would be highly offensive to a reasonable person, and (2) is not of legitimate concern to the public. RCW 42.17.255

DISCIPLINARY ACTION

Disciplinary action for non-compliance will be administered according to RCW 46.82.360; 46.82.370; 46.82.380; and WAC 308.108.180

The Director may delegate final decision authority. An opportunity to discuss settlement options may be offered at the discretion of the Director or designee.

HEARING PROCESS

The following is the hearing process from the initial complaint through the final order issued by the Director.

1. Receive complaint. Process includes:
 - a. Customer complaint
 - b. Complaint from another school
 - c. Inspection/audit results
2. Perform investigation of issue. Process includes:
 - a. Review complaint
 - b. Contact school
 - c. Investigate
3. Perform internal review - investigation results reviewed by program manager, may include AAG involvement or Policy/Rules Manager.
 - a. Review results in issue resolved, or END
 - b. Review results in case file
4. Case File to Attorney General's Office for review for possible violations of RCW or WAC and sufficiency of evidence)
5. Statement of Charges preparation
6. Assistant Director to sign Statement of Charges
7. Statement of Charges letter Mailed by Driver Training School Program or Instructor
 - a. Letter sent certified and regular mail.
8. The Program determines appropriate recommendation of sanctions to present to respondent or Advisory Committee:
 - a. Violation assessed based on the risk model
 - b. Sanctions established based on the level of severity
9. Opportunity to discuss settlement options (Optional)
10. Hearing heard by the Advisory Committee
 - a. The Advisory Committee would provide recommendations to the Director (prepares the initial order)
11. Final order prepared and signed by the Director.
 - a. The Director may delegate final decision making authority.



*The Department of Licensing has a policy of providing equal access to its services.
If you need special accommodation, please call (360) 902-3900 or TTY (360) 664-0116.*